Data and Privacy File Guides

AppleCare: Screen Sharing Sessions

January 2022

File name

Screen Sharing Sessions

File description

Support interaction sessions where the screen sharing feature was setup between an Apple Advisor and customer for support purposes.

Why Apple keeps this information

Apple retains information related to screen sharing sessions to provide support to the customer and improve support services.

Plan Protection Provider

Apple is providing any AppleCare Services data we hold on behalf of your Protection Plan Provider. You can find any AppleCare Services covered devices that you own in the 'AppleCare Device Details' file under Column A (Serial Number) and the associated AppleCare Services Protection Plan Provider in Column H (Protection Plan Provider).

Field Name	Details
Screen Sharing	**The User's screen information that is being displayed during the screen sharing with an Advisor**
Area	The business unit of the support staff (e.g., AppleCare Advisor, Retail Specialist)
Case ID	Case ID that is used to identify the support interaction with the customer
Customer Email/Alias	The customer's email address used for the support case
Customer Name	The customer with whom the screen sharing is being conducted
Device Name	The customer-defined Name of the device that is associated to the product serial number
Device User Name	Name of the device being shared with Apple
End Time	End time of the screen sharing session
IP Address	IP address where Apple has connected to share
Messages	Message transcript from advisor and the customer during screen sharing session
OS Version	Operating System version of the device that is in a share session with an Apple advisor
Primary Interaction	Type of interaction with customer: Voice or Chat

Field Name	Details
Screen Sharing Type	Whether the screen sharing was done with MacOS, iOS or Windows
Serial Number	The customer's device serial number
Session Status	Whether the screen sharing was a success or failure
Start Time	Start time of the screen sharing session
Shared Settings	**The data the Advisor can view of a customer device settings in a shared session**
Area	The business unit of the support staff (e.g., AppleCare Advisor, Retail Specialist)
Case ID	Case ID that is used to identify the support interaction with the customer
Customer Email/Alias	The customer's email address used for the support case
Customer Name	The customer with whom the screen sharing is being conducted
Device Name	The user-defined name of the device
Device User Name	Name of the device being shared
End Time	End time of the screen sharing session
IP Address	IP address where shared settings are connected
Messages	Message transcript from advisor and the customer during screen sharing session
OS Version	Operating System version of the shared device
Primary Interaction	Type of interaction with customer: Voice or Chat
Screen Sharing Type	Whether the screen sharing was done with MacOS, iOS or Windows
Serial Number	The customer's device serial number
Session Status	Whether the screen sharing is connected
Start Time	Start time of the screen sharing session